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February 27, 2009

**Via Electronic Filing**

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12th Street, S.W., Suite TW-A325  
Washington, DC 20554

**Re: DelTel, Inc. - CPNI Compliance Certification  
EB Docket No. 06-36**

Dear Ms. Dortch:

On behalf of DelTel, Inc. ("DelTel"), and pursuant to 47 C.F.R. § 64.2009(e), enclosed is the Company's 2008 CPNI compliance certification.

Please direct any questions regarding this submission to the undersigned.

Very truly yours,

*/s/ Ronald W. Del Sesto, Jr.*

Ronald W. Del Sesto, Jr.

Enclosure

cc: Best Copy and Printing, Inc. (via E-Mail)

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Annual 64.2009(e) CPNI Certification for 2008

**Date filed:** February 27, 2009

**Name of company covered by this certification:** DelTel, Inc.

**Form 499 Filer ID:** 823484

**NAME OF SIGNATORY:** Kirk E. Waldfogel

**Title of signatory:** President and CEO

I, Kirk E. Waldfogel, certify that I am President and CEO of DelTel, Inc. ("DelTel"), and acting as an agent of DelTel, that I have personal knowledge that DelTel has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. See 47 C.F.R. § 64.2001 et seq.

Attached to this certification is an accompanying statement explaining how DelTel procedures ensure DelTel is in compliance with the requirements set forth in section 64.2001 et seq. of the Commission's rules.

DelTel has not taken any actions against data brokers in the past year nor have any pretexters attempted to access CPNI.

DelTel has not received any customer complaints in the past year concerning the unauthorized release of CPNI

Signed

A handwritten signature in black ink, appearing to be 'Kirk E. Waldfogel', written over a horizontal line.

Kirk E. Waldfogel  
President and CEO  
DelTel, Inc.

## **DELTEL'S**

### **STATEMENT OF CPNI COMPLIANCE PROCEDURES**

DelTel provides a wide variety of telecommunications services primarily to small and medium-sized enterprises and multi-location customers.

DelTel does not currently use CPNI for marketing purposes but has adopted a policy governing its use that conforms with the FCC rules. Specifically, DelTel will provide regular written CPNI notices to all customers and will obtain approval from all customers prior to using CPNI for marketing purposes. DelTel will also provide customers with the ability to change or rescind their consent to the company's use of their CPNI at any time. DelTel will draft CPNI notices explaining to customers their CPNI rights in accordance with the FCC's CPNI Rules, including their right to restrict the use and disclosure of, and access to their CPNI. These notices will also provide information on how customers can choose to not receive marketing from DelTel that is based upon DelTel's use of their CPNI. If DelTel uses CPNI to market communications-related services outside of those services to which a customer already subscribes, DelTel will only do so where the customer has granted approval pursuant to instructions in the CPNI notices. DelTel will adopt a recordkeeping system so as to maintain records of customer approval and the delivery of its CPNI notices for at least one year.

DelTel will implement a system by which the status of a customer's CPNI approval can be clearly established prior to the use or disclosure of that customer's CPNI. In accordance with the CPNI rules, upon obtaining a customer's oral authorization, customer service representatives of DelTel may access a customer's CPNI during the course of an inbound or outbound telephone conversation, solely for the duration of that conversation. Each such DelTel representative must provide the disclosures required by 64.2008(c) of the CPNI rules including informing customers of their right to deny access to the CPNI before requesting this one-time consent.

DelTel may, as permitted by the CPNI rules, use CPNI without customer approval (1) to bill and collect for services rendered; (2) to protect the rights or property of DelTel, other users or other carriers from unlawful use; (3) to provide customer premises equipment and protocol conversion; (4) to provision inside wiring, maintenance and repair services; and (5) to market services formerly known as adjunct-to-basic services.

DelTel does not share, sell, lease or otherwise provide CPNI to any third parties for the purposes of marketing any services. Sharing, selling, leasing or otherwise providing CPNI to any third parties is strictly prohibited by DelTel.

DelTel will maintain a record for at least one year of its own and affiliates' sales and marketing campaigns that use customers' CPNI should the company use CPNI for such purposes. DelTel will establish a supervisory review process to ensure any marketing campaigns are consistent with the FCC's CPNI rules prior to engaging in such campaigns.

All DelTel employees who have access to CPNI receive training about CPNI compliance. Specifically, all new employees are provided with CPNI training at new-hire orientation. Moreover, a summary of DelTel's CPNI policies are included in its Employee Handbook, and all employees are required to acknowledge in writing that they have read and understand the information in the Employee Handbook. All DelTel employees are required to maintain the confidentiality of all information, including customer information that is obtained as a result of their employment by DelTel. Employees who do not abide by these policies or otherwise permit the unauthorized use or disclosure of CPNI will be subject to discipline, including possible termination.

DelTel has in place procedures to ensure that it will provide written notice to the FCC within five business days of any instance where its opt-out mechanisms do not work properly to such a degree that its customers' inability to opt-out is more than an anomaly. These procedures ensure that the notice will be in the form of a letter, and will include: (i) DelTel's name; (ii) a description of the opt-out mechanism(s) used; (iii) the problem(s) experienced; (iv) the remedy proposed and when it will be or was implemented; (v) whether the relevant state commission(s) has been notified; (vi) whether DelTel has taken any action; (vii) a copy of the notice provided to customers; and (viii) contact information. DelTel will submit the above letter even if it offers other methods by which its customers may opt-out.

DelTel has implemented procedures to provide law enforcement with notice should a breach of CPNI occur. After notifying law enforcement and unless directed otherwise, DelTel will notify affected customers after waiting the relevant time period. DelTel will maintain a record of any CPNI-related breaches for a period of at least two years.

DelTel has implemented procedures whereby it will not provide CPNI without proper customer authentication for both inbound telephone calls and online account access. In order to authenticate a customer's identity prior to disclosing CPNI, DelTel authenticates the customer using a variety of methods. DelTel does not provide call detail records over the phone. Call detail records are provided to a customer's address of record (either physical address or e-mail) or to the customer's telephone number of record. DelTel has implemented a backup method for allowing customers to change passwords in the event that passwords are lost or forgotten that conforms to the relevant FCC rules. DelTel has implemented procedures to inform customers of change of address, e-mail and other changes to account information in a manner that conforms with the relevant FCC rules.